



FLAWSUITES

| CONDESA | POLANCO | WTC

Travel Information: COVID-19 Update

In FLOWSUITES we are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

Cancellation Policy

In response to changing marketplace conditions, we are committed to ensuring our customers experience flexibility during these challenging times.

- ◆ For guests with existing reservations for any future arrival date, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes or cancellation without a charge up to 24 hours prior to arrival.
- ◆ Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

Associate Health, Safety and Knowledge

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our hotels around the world are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of virus, including COVID-19.

HEALTH AND SAFETY PROTOCOLS:

FLAWSUITES is implementing the guidelines of the Mexican Secretariat of Health and of international experts to provide safety and security for all our guests.

Our **#FLOWSAFE** campaign aims at transmitting and informing about all the protocols we are implementing in our hotels.

PROTOCOL FOR VALET PARKING AND BELL BOY (Applies to our Condesa property)

- * The Valet carries his full personal protective equipment: face mask, face shield, and gloves.
- * He will supply hand sanitizer directly to the guest's hands.
- * At the time of receiving and parking your car, the valet will show you his sanitization kit and inform you about the procedure established for cleaning the steering wheel, lever, and door handles before and after parking your vehicle.
- * At the entrance door you will find a sanitizing mat so you can disinfect the soles of your shoes.
- * Upon receiving your luggage in the lobby, you will be shown how to disinfect your bags by spraying a hospital-grade disinfectant product based on fourth generation quaternary ammonium: SWIPOL.

CONDESA

Av. Nuevo León 108,
Hipódromo Condesa.

POLANCO

Emilio Castelar 34
Polanco.

WTC

Av. del parque 24,
Nápoles.

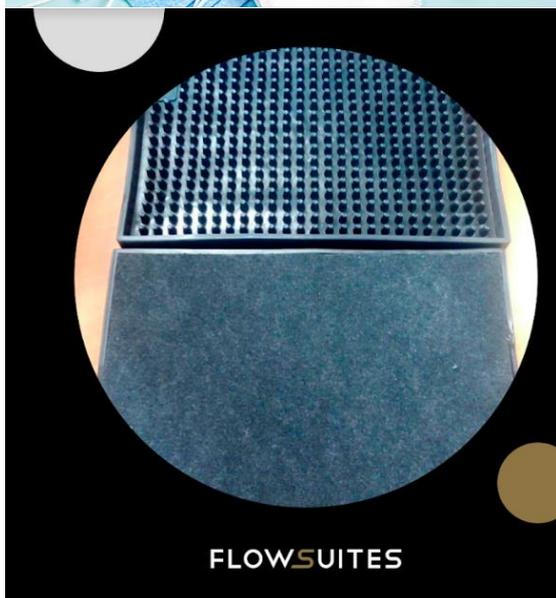
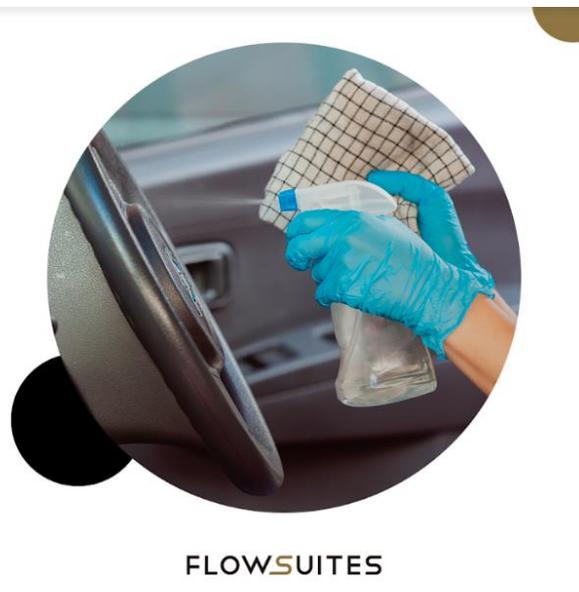
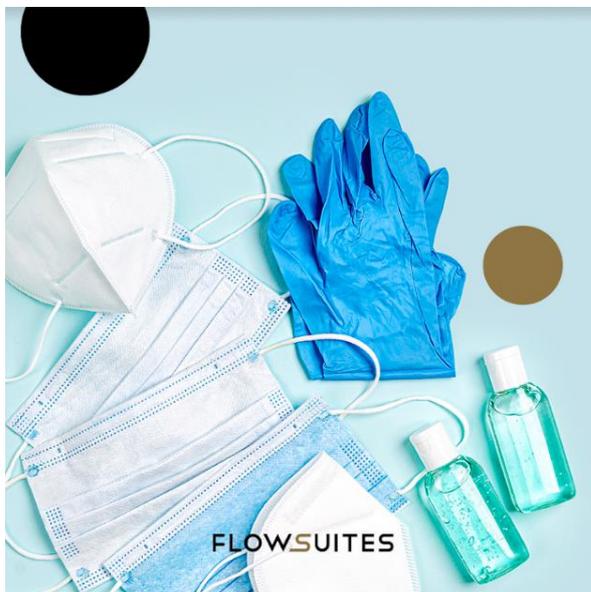
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- * Special protocol for luggage delivery without entering the room.
- * The elevator will be constantly sanitized, will have a hand sanitizer dispenser, and will have a maximum capacity of 2 people at a time.



PROTOCOL DURING CHECK-IN

- * Our receptions have an acrylic screen installed for greater protection.
- * Signage on the floor ensures the correct interpersonal distance of 2 meters.
- * Reception hosts wear personal protective equipment: face mask, gloves and face shield.
- * We have a small device for disinfecting items and documents in the reception area with ultraviolet light; your room key will be disinfected and handed to you.
- * You will be offered an aromatic disinfectant hand wipe when you check-in.
- * We perform temperature checks with a non-contact infrared thermometer and ask a few brief questions to our guests as per the protocol.



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- * All items needed for check-in are disinfected before and after each use.
- * We recommend avoiding the use of cash, encouraging the different methods of electronic payment.
- * You will be informed of additional cleaning and disinfection measures in our facilities and rooms for your peace of mind.



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HOUSEKEEPING PROTOCOL

- * Our Housekeeping team wears their personal protective equipment: face mask, cap, face shield, and gloves.
- * We use the SWIPOL product, a fourth generation, biodegradable, quaternary ammonium-based hospital grade disinfectant endorsed by the EPA (U.S. Environmental Protection Agency) Reg.No.1839-86 EFF-08611, applying it to all rooms at the start and completion of the cleaning process.
- * During the cleaning process we allow for natural ventilation of the room and focus on disinfecting door handles, switches, telephone, TV controls, and other objects and surfaces of frequent contact.
- * We have placed an antibacterial kit among the bathroom amenities, which consists of face masks, hand sanitizer and disinfectant wipes.
- * One pair of gloves will be used per room, which should be discarded after leaving the room and replaced with new ones.